

Yalukang Aged Care

Rochester



The Campaspe River at Rochester

Information Handbook



Acknowledgement of Country

REDHS acknowledges the Dja Dja Wurrung Clans as the traditional owners and custodians of the land on which we are situated. We also acknowledge our neighbouring communities, the Yorta Yorta Nation and the Taungurung Clans, traditional owners and custodians of the lands in which REDHS provides services.



Cover: The Campaspe River at Rochester

Yalukang means beside the Campaspe River in the Dja Dja Wurrung language and is the name of Rochester and Elmore District Health Service's residential aged care facilities



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REDHS Vision

Leading our community to better health

Philosophy

REDHS will:

- create a friendly, homely environment while providing the best quality of life for residents through individualised, planned Great Care
- respect the privacy and dignity of residents and encourage participation and choice in decisions affecting their well-being
- help to encourage independence and maximise the potential of every resident
- provide a place that all residents feel happy and proud to call home during the latter years of their lives

Great Care at REDHS

In order for you, the resident, to experience Great Care, we aim to meet three care goals:

- person-centred,
- effective, and
- safe.

	
CONSUMERS To have a GREAT CARE experience...	
PERSON-CENTRED	I am treated as a person and as a partner in care
EFFECTIVE	I receive help, treatment and information when I need it and in a coordinated way I receive care that makes me feel better
SAFE	I feel safe

Your care must involve you as much as you want, it must work for you so that you can experience a good quality of life and it must be as safe as possible.

On the next page, you will see how everyone involved in providing care, including you, the resident, contributes to the Great Care experience.

Here is how everyone contributes to Great Care at REDHS:

GREAT CARE at REDHS

				
	CONSUMERS To have a GREAT CARE experience...	FRONT-LINE STAFF To provide a GREAT CARE experience...	MANAGERS and SENIOR CLINICIANS To lead GREAT CARE...	EXECUTIVE and BOARD To govern GREAT CARE...
PERSON-CENTRED	I am treated as a person and as a partner in care	I partner and communicate with consumers and their families and am sensitive to their needs and preferences	I partner with, and put consumers first, when making decisions	I oversee the development, implementation and ongoing improvement of organisation-wide systems and culture supporting the Great Care experience
EFFECTIVE	I receive help, treatment and information when I need it and in a coordinated way I receive care that makes me feel better	I am an active team player and look for ways to do things better I am competent in what I do and motivated to provide the best care and services possible	I look for ways to support staff to work efficiently and as part of a team I guide, engage and support staff to provide best clinical care	
SAFE	I feel safe	I keep consumers from harm	I promote a culture of safety	



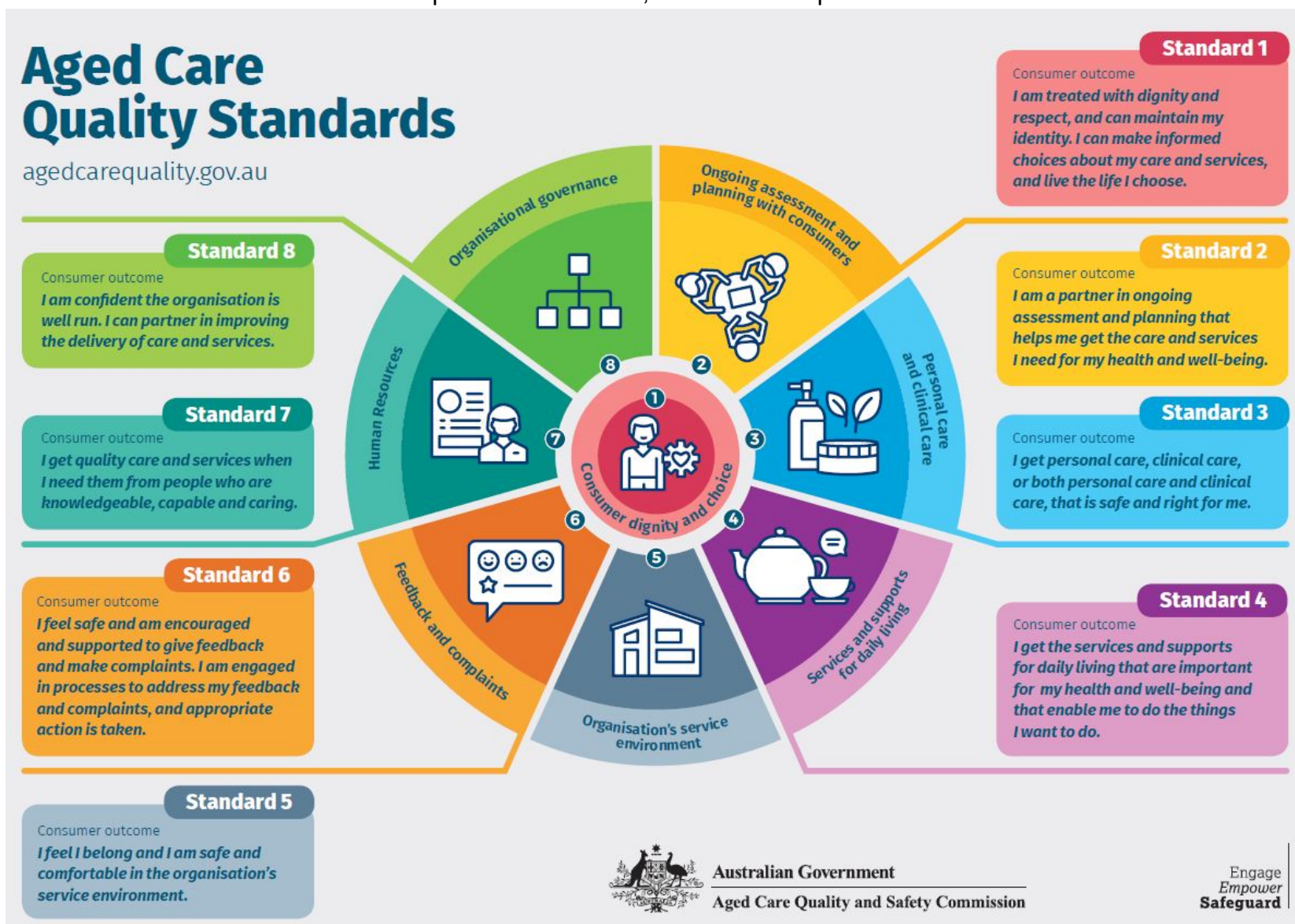
REDHS is proud to acknowledge Dja Dja Wurrung as the Traditional Owners of this Country



Source: REDHS Quality Framework 2021-2023

Aged Care Quality Standards

As a government funded residential aged care facility, REDHS Yalukang must deliver care in accordance with the Aged Care Quality Standards. This image below describes how the resident can expect to be involved, treated and kept safe.



Cultural and Linguistic Diversity

REDHS is committed to meeting the special requirements of consumers from culturally and linguistically diverse backgrounds.

Food, services, care and consideration for spiritual needs will be provided for all residents, bearing in mind their abilities, social and cultural backgrounds, values and beliefs, likes and dislikes.



If the resident is from a non-English speaking background, interpreter services are available upon request. Translated information will be provided as required and where available.

Asking the Question:

Are you of Aboriginal or Torres Strait Islander origin?

Rochester and Elmore District Health Service is committed to *providing culturally and medically appropriate care* to improve the lives of Australian Aboriginal and Torres Strait Islander peoples.

Enabling all Aboriginal people to access the information, support and culturally appropriate services that maximises their well-being is a key priority at REDHS.

When you come into REDHS you will be asked if you are of Aboriginal or Torres Strait Islander origin. This question is asked of all residents regardless of appearance, country of birth, or whether they are personally known to REDHS.

This information is important because we can then ensure that appropriate services are offered that can lead to the best possible health outcomes.

The information also provides governments the good quality information they need to measure the health of the Australian population and to support the delivery of effective, efficient health services for all Australians.

Whether you answer 'yes', 'no' or 'both', you will receive the same high standard of health care that best meets your needs.

Important Contact Details

Rochester and Elmore District Health Service (REDHS)
1 Pascoe Street, Rochester VIC 3561
(PO Box 202)




(03) 5484 4400

Fax: (03) 5484 2291

WEB: www.redhs.com.au

North / South Community of Care  (03) 5484 4429

Bacchaus / Deravin Community of Care  (03) 5484 4403

Aged Care Administration (Business Hours) (03) 5484 4461

EMAIL: agedcare@redhs.com.au

Aged Care Fax (03) 5484 3688

Location Details

Yalukang North / South
(formerly Rochester Nursing Home)
Village Drive
ROCHESTER VIC 3561

Yalukang Bacchaus / Deravin
(formerly Rochester & District Hostel)
Village Drive
ROCHESTER VIC 3561

Mailing Address

We will ensure mail addressed as follows will reach residents:

<Resident Name>

C/- Rochester and Elmore District Health Service
Yalukang Residential Aged Care
PO Box 202
ROCHESTER VIC 3561

How to apply

REDHS Aged Care Administration requests that prospective residents (or their representatives) provide the following documents so that they can be placed on the Waiting List:

1. Completed Application for Entry to an Aged Care Home
2. Current Aged Care Assessment Service (ACAS) assessment for permanent residential care
3. Power of Attorney (Financial) (if applicable)

Eligibility for residential aged care is determined after an assessment by a regional Aged Care Assessment Service is completed (i.e., Permanent Care and/or Respite).

To organise an ACAS assessment, contact the My Aged Care Contact Centre on 1800 200 422, ask the resident's GP to make an appointment or go to *agedcare101* at <https://www.agedcare101.com.au/aged-care-homes/get-assessed/how-do-you-get-acat-assessment>

Prior to permanent entry, a current *Income and Assets Assessment* from Centrelink/Department of Veterans Affairs is requested. Please note, however, that it is not compulsory for everyone entering aged care to undergo this assessment. *Income and Assets Assessments* are necessary only if a person wants to establish their eligibility for an Australian Government subsidy for all or part of their aged care accommodation costs. If the resident chooses not to provide REDHS with the assessment, they will be asked to pay the maximum room price. Means tested care fees may also be applicable.

Whilst it is not compulsory, we highly recommend that residents have an Advance Care Directive prior to entry (see Advance Care Plans details on page 11).

If a potential resident or their representative would like assistance to complete the application process and/or an Advance Care Directive a social worker is available. Bookings can be made on request to REDHS Aged Care Administration or REDHS Primary care can be contacted directly on (03) 5484 4465 to make an appointment.

Applying for Respite Care

The process is the same as points 1 and 2 above only. The ACAT/ACAS assessment must indicate Respite care is approved.

Room Types

- **Yalukang North / South Community of Care**
 - 30 single rooms. Respite is available subject to bed availability.
- **Yalukang Bacchaus / Deravin Community of Care**
 - 30 single rooms. Respite is available. Advance bookings are preferred.

Bacchaus Wing

- 20 single rooms
- Six (6) rooms can be converted to three double rooms if required through an adjoining door (subject to availability).

Deravin Wing

- Ten (10) single room unit to specifically support people living with dementia

Further details on rooms are available at:

<https://www.redhs.com.au/services/yalukang-aged-care/>

What we provide

By law, REDHS is required to provide certain services to all residents. Most of the services will be covered in the resident's daily fees / accommodation payments; however additional charges for some services may apply if the resident is classified as "Low Care". For further information regarding classifications, contact Aged Care Business Administration on ☎ (03) 5484 4453.

REDHS Aged Care facilities are staffed 24 hours, seven days a week by a team of appropriately qualified and skilled staff. This includes Registered and Enrolled Nurses and Personal Care Attendants. Support Services staff (catering, cleaning and maintenance services) provide services seven days a week and Activities and Administration staff are available during business hours. Any of these staff are happy to ensure that resident needs are met and will seek assistance from the appropriate team member if not able to assist the resident themselves.

Fees and Charges

Fees for residents residing permanently or for respite stays in Residential Aged Care are set by the Commonwealth Department of Social Services. The fees are varied from time to time in accordance with movement in pension rates, and are invoiced in advance on a monthly basis.

REDHS' preferred method of payment of fees and charges is by monthly direct debit. On admission the relevant direct debit paperwork will be provided to the resident or their representative.

Appointments can be made to discuss fees and charges or the direct debit arrangements with:

REDHS Aged Care Business Support on ☎ (03) 5484 4453 or via

Email: agedcareadmin@redhs.com.au

Further information about fees can also be found on the My Aged Care website at <http://www.myagedcare.gov.au/estimate-fees-for-aged-care-services> or by phoning the My Aged Care Information Line on 1800 200 422.

Facility Tours

The resident and/or their representative/s are welcome to tour the facility but we ask that an appointment be made so that sufficient time can be spent showing them around.

To make an appointment, contact Aged Care Administration on (03) 5484 4461.

Decision Making and Powers of Attorney

Rochester & Elmore District Health Service (REDHS) promotes, encourages and assists in the maintenance of maximum medical and financial independence by aged care residents where physically and cognitively possible.

However, some residents may require assistance to make decisions.

They may:

- have relatives/representatives who are legally capable of making decisions on their behalf;
- or a legal representative may have been appointed for them including:
 - Enduring Powers of Attorney (financial and/or Medical Treatment Decision Maker)
 - Legal Guardian / Administrator

We recommend that before entering residential care that the resident has both an Enduring Power of Attorney and Medical Treatment Decision Maker.

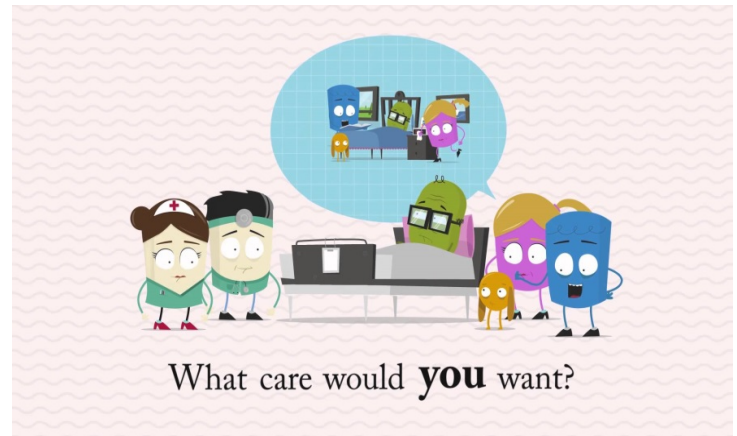
Please provide a copy before or on Admission. This ensures that we can adhere to the resident's wishes, and can seek advice from the person the resident nominates in the event that the resident is unable to speak for themselves.

Advocacy

REDHS Staff will ensure that all residents and their representatives have access to information on advocacy services. Please discuss with the Aged Care Manager or delegate on how to contact services. A listing is provided in the handbook for your convenience.

Advance Care Directive

An Advance Care Directive helps us understand the resident's wishes about future treatment. It is completed in consultation with the doctor, family members and important others that the resident chooses. Having this information documented, particularly if the resident becomes seriously ill and is unable to make decisions for themselves, can help the people who care for them. It allows family and friends make the decisions for care they would have made for themselves.



Next of Kin / Preferred First Contact

It is important that the resident's Next of Kin details are kept up to date. Please make sure the resident informs Aged Care Administration or the Nurse in Charge of any changes to personal details.

Protecting Privacy

In order for us to provide the resident with the best possible service and care, it is important for us to know specific personal details and health information about them.

In keeping with the Australian Privacy Principles under the Commonwealth Privacy Act 1988, we recognise the importance of protecting the privacy of the resident's personal details and information that we collect, hold and administer in the process of providing services.

We are committed to ensuring that all information we hold is treated with sensitivity and confidentiality.

If the resident or their representative believes we have breached our policy in regards to the resident's personal information, please raise any concerns with the Residential Care Manager or Director of Clinical Services.

Privacy and Confidentiality information brochures are available in communal areas or on request from staff.

Consent to share information

On admission we seek the resident's consent to exchange information regarding the services/medical information received by the resident from general practitioners, specialist medical practitioners, hospitals, care and support agencies and allied health professionals.

The Health Services Act 1988 (Vic), Privacy and Data Protection Act 2014 (Vic), Health Privacy Principles (Public) and the Health Records Act 2001 (Vic) and the associated principles, and

REDHS Privacy and Confidentiality Policy, provide guidance for our systems to safeguard the resident's personal information.

The resident's power of attorney is able to sign on the resident's behalf.

Freedom of Information

The REDHS Privacy Officer is available to assist the resident with their right to access their medical record under the Victorian Health Records Act 2001. For further information, see the privacy brochure, available in communal areas or from staff on request, or contact the Director of Clinical Services on ☎03 5484 4451.

Consent to use photographs or videos

Rochester and Elmore District Health Service (REDHS) promotes the services and activities it carries out within both the local and wider communities. Any such promotion is done in a way that maintains dignity and highlights positive aspects of the care provided by the health service.

Resident Agreements

On admission, the resident is provided with the Resident Agreement that sets out their rights and responsibilities, the initial fees and charges. It also sets out REDHS' responsibilities for service provision and support.

Witnessing legal documents

Executive Staff (Chief Executive Officer, Director of Clinical Services or Director of Medical Services) are the only staff who may witness any documents, and only at their discretion.

No other REDHS staff members are permitted to witness any documents for any users of the Health Service.

Security of Tenure

Every effort is made to ensure that the resident is able to stay in their original room, however some room changes may be recommended due to

- A consumers' changing clinical care need/s may mean the consumer may be better accommodated in a different care setting. Consumers will not be moved without consultation and consent with their representative. A medical practitioner will also consult with REDHS and the consumers' representative.
- Building works, extensive maintenance or the room is deemed unsuitable at that time for occupation, REDHS will notify the consumer or their representative of the same in writing and no additional charges or room pricing arrangements will be entered into, effectively honouring the original contract.

In the case where a consumer undertakes a voluntary or involuntary room transfer, this decision is to be recorded, signed and retained with the existing contract.

Staff Identification

Any staff member can assist you to identify the most appropriate person to respond to any of your queries. As a general guide, staff/ volunteer groups wear shirts in the following colours:

- Blue – nursing and other care staff
- Purple – catering, cleaning and laundry staff
- Grey – administration staff
- Grey – allied health (e.g. podiatrist, physiotherapist)
- Pink - activities coordinators
- Black - volunteers

Greeting and Admission

Any family or friends of the resident's choosing can come with them when they move in and help them set up their room.

Admission time is 11.00am. This allows the staff sufficient time with the resident and their family/representative to get to know the resident and show them around. Alternate times may be negotiated if this time does not suit.



The resident will be shown how to call for assistance, operate lights and air conditioning as well as the location of tea and coffee making facilities for the resident and their visitors.

The resident's initial care needs will be discussed on admission and over the next month, the resident/ representative will be encouraged to participate in the development of the care plan, based on their individual requirements.

What can I bring?

A typical room is furnished with an adjustable single bed, built in wardrobe, bedside drawers, an over-bed table, a visitor chair, television and telephone connection points, heating and cooling.

We encourage a home-like atmosphere. Some personal belongings that the resident may like to consider bringing with them are:

- Recliner chair
- Set of drawers/bedside table
- Footrest
- Photos
- Pictures
- Pot Plants (outdoor)
- Clock
- Books
- Calendar
- Radio / Media Player (with Head phones)

Please label these clearly but discreetly with the resident's name prior to bringing them in.

Some items may not be considered suitable if they present a risk to the health and safety of other residents or staff. Large items of furniture will have to be discussed with, and approved by, the Aged Care Manager to ensure adequate space, safety and other regulatory requirements are met.

Note: In order to maintain safety for the resident, their visitors and the staff, it is really important that:

- Rooms are not crowded to the extent that placement of furniture and other belongings creates a safety risk to either the resident or staff or impedes access or effective cleaning or changing of bed linen.
- Items from home may need measurements taken prior to entry to ensure they will fit in the resident's room.
- Casters or wheels with brakes must be on some items (e.g. armchairs) prior to delivery. This is to ensure easy movement for the purpose of cleaning or in an emergency.
- It is also important to realise that as the needs of residents change, some items may need to be removed or re-arranged.

Valuables

It is advisable that residents avoid keeping large sums of money or other small valuables at the aged care facility. If this cannot be avoided, please ask Aged Care Administration for advice.

Residents and/or their family members who would like to leave valuables in their room may do so after releasing REDHS from any responsibility. REDHS provides a drawer in each room and recommends it is used for safe keeping of special items and money.

Insurance

REDHS takes all reasonable measures to protect the resident's personal effects, which includes electric mobility devices, furniture, clothing, footwear, jewellery and valuables.

Depending on the resident's individual circumstances the resident/representative may wish to consider Personal Contents Insurance.

REDHS does not take responsibility for the loss or theft of valuables or money despite all endeavours to maintain and promote a secure environment.

Maintenance

Day to day maintenance is included in resident fees. Maintenance of the resident's personal property is the responsibility of the resident/representative.

The cost of any damage caused by a resident to the facility, that is not considered fair wear and tear, will be the responsibility of the resident, in accordance with the Rights and Responsibilities outlined in the Resident Agreement and in this Handbook.

Electrical Checks - Testing and Tagging



We ask that the resident or their representative arrange for an electrician to check all electrical items that they are bringing with them. This also applies to equipment that may be brought in at a later date. A small sticker of approval must be applied to the item once deemed safe to use.

Items may include:

- Electric-powered chair
- Razor
- Hairdryer
- Lamp
- Clock
- Cordless telephone
- Phone or I-pad chargers

Subsequent, scheduled tagging and testing will be arranged by REDHS. Costs for the subsequent testing will be met by REDHS.

No portable heaters, electric blankets, double adaptors or extension cords are permitted

Retrieval of Lost Property

The person in charge will:

1. Obtain a description of the article, date when last seen, whether it is labelled and whether it may have been taken home by a relative.
2. Search the immediate area.
3. Document in the comments and complaints log.
4. Contact the linen service with a description of the article, if appropriate.
5. Notify on-coming staff.

If the article has not been found within seven days, discuss ongoing process with the resident and/or their nominated representative. Consultation will continue until a satisfactory resolution has been reached.

Communal amenities

Communal lounge areas are available to all residents. Consideration should be given to other residents when utilising these areas. Small, quiet areas are available for residents and their families who desire privacy to socialise, or conduct personal or legal business.

There are tea and coffee making facilities for residents and their visitors. Staff will show them where these are and can assist if required. For safety reasons, we ask that kitchen areas are not entered during meal services.

The inner courtyard is used for a variety of activities including bowls, golf putting, barbeques, exercise groups, gardening or the resident and visitors can just sit and enjoy the garden. There is also a community garden for growing vegetables, some of which are harvested and incorporated into resident meals. A network of paths and seating is found throughout the garden areas.

Café Red

Café Red is located in the foyer at Main Reception. Café Red offers a diverse range of foods and beverages including freshly made wraps, sandwiches and rolls (with a variety of fillings), homemade salads, and some hot items.

Barbeque Facilities

A barbeque is located in the central aged care courtyard for resident and family use. Please let Aged Care Administration know at least one business day ahead if residents or visitors would like to use it.



Lifestyle Activities

The lifestyle team assists residents to enjoy social and leisure activities Monday to Friday, often with the assistance of our wonderful volunteers.

Family involvement and inclusion is always encouraged. Our activities are designed to stimulate the resident's physical senses to help them achieve maximum independence in a safe environment, while developing friendships and providing enjoyable social activities.

We also welcome family and friends to the many special events, celebrations and commemorative days. A monthly calendar is posted to each bedroom and main noticeboard.

Religious Services

Residents are encouraged to continue attending church services if they so desire, either at REDHS or in the community. Assistance will be arranged to help residents maintain this connection.

All clergy are welcome at our aged care residences. Clergy from various denominations visit on a regular basis.

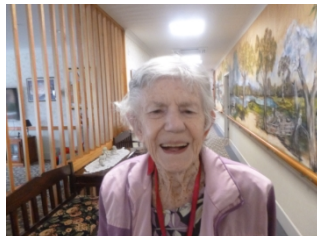
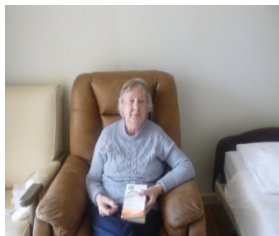
Weekly, interdenominational church services are held on Tuesdays. Communion services or administration of the sacraments is also available to residents.

Library Service

The Shire of Campaspe Library Service can arrange for regular and large print books on a wide variety of topics to be delivered every fortnight.

The Talking Book Library Service is available through local library facilities. Vision Australia can also supply a range of books/ recordings for visually impaired / legally blind residents.

REDHS takes no responsibility for the safe keeping, distribution or return of library books.



Staying Connected

Keeping in touch with family and friends

Maintaining a community connection is vital to the well-being of everyone. We actively encourage the involvement of family, friends and the broader community in our residences. Ongoing support and the involvement of family and friends goes a long way to supporting the resident's social and emotional needs.

It's important for the resident to maintain their personal friendships as well as make new ones. The resident's family and friends are always welcome and have unrestricted visiting hours. They are also encouraged to participate in planning and care through our various committees and forums.

Mail

The resident's personal mail can be posted for the resident each week day. Any incoming mail will be delivered to the resident each business day.

Stamped, outgoing mail can be left with staff to post. A mail box is provided.

Residents are encouraged to maintain control over their personal and financial affairs. Where this is not possible, business mail should be directed to the resident's representative or Enduring Power of Attorney. The resident can still have their personal mail directed to them.

Telephone

REDHS have a communication system which offers private phone usage for residents for a monthly fee. Fees for this service can be discussed with the Aged Care Business Support Officer on ☎ (03) 5484 4453.

Some rooms will have an existing phone point; however all phone connection, installation and call costs are the resident's responsibility.

When arranging connection, the address to be provided to the telephone service provider is:

1 Pascoe St
Rochester VIC 3561

If the telephone service provider requires a contact number for reference prior to connection, please quote Aged Care Administration on ☎ (03) 5484 4461.

Incoming calls for residents can come through Aged Care Administration. The call will be forwarded to a cordless phone and brought to the resident in the privacy of their room, if this is the resident's preference.

Residents may also choose to use their own mobile phone.

Television / Pay TV

Televisions are provided in lounge areas and residents rooms these are wall mounted.

To prevent the resident disturbing others, the use of earphones or headphones are suggested.

Pay TV access is available in the facility. Connection and all ongoing costs are the resident's responsibility. For further information, contact Aged Care Administration.

Internet access / Wi-Fi

Wi-Fi service is available. A password will be provided to the resident upon completion of application for this service. Please contact Aged Care Administration for more information.

Newspapers and Magazines

These can be ordered through the Rochester Newsagency (☎ 03 5484 1879) and will be delivered to the resident each morning. Please arrange this service with Aged Care Administration. An account for payment is arranged between the local newsagent and the representative responsible for the resident's accounts.

Visitor / Memory Book

Some families and residents like to have a book in their rooms in which visitors can record the details of their visit. This is useful for residents and families to keep track of who has called in, can prompt memories and facilitate conversations. It is the resident or their representative's responsibility to provide the book.

Going Out

Day Leave

Residents are encouraged to go out as often as possible and are able to go out on unlimited day leave. Please check with staff regarding any medications the resident needs to take while they are out so that suitable arrangements can be made.

Social Leave (spending nights away)

If the resident is away overnight, this is called social leave. The resident can spend up to 52 nights a year away from the aged care residence, per financial year.

If the resident is going to be away overnight, it is desirable that a few days' notice be given to the Residential Care Manager, or Clinical Care Coordinator, to allow for arrangements to be made for the resident's medications.

Letting staff know

In case there is an emergency, when residents go on day leave or social leave they (or their representative) must tell staff as well as fill in the in/out book located at the entrances to the residences. The staff need to be notified of the following:

- The resident's time of departure
- The resident's name
- The resident's carer's name (the person taking the resident out)
- The resident's estimated time of return
- When the resident returns, staff need the time the resident returned entered in the in/out book.

Laundry Services

Linen

All bed linen is supplied and changed weekly or more often, if required. It is laundered offsite.

Fresh towels and bathmats are provided two to three times a week, as required.

The resident may use their own doona and the health service will launder the cover for them.

Residents' personal laundry is done on site in commercial washing machines and dryers. It is collected from resident rooms on a daily basis and promptly returned.

Labelling

It is required that all of the residents clothing be legibly marked with REDHS labels, preferably prior to moving in, to avoid clothing being misplaced. REDHS will purchase clothing labels for residents entering permanent or respite care. Residents will be supplied with 100 labels and if require more during their stay more labels will be ordered. No responsibility will be taken for loss of clothing. Caring for clothes

All care is taken during the laundering process; however residents / families are responsible for general maintenance and provision of adequate clothing.

All clothing (especially outer garments) must be able to be laundered in commercial washing machines at high temperature and dried in commercial dryers.

To avoid shrinkage, we recommend the purchase of garments made from synthetic material e.g., polyester and cotton, or acrylic – in preference to wool.

Families are encouraged to take woollen and other delicate clothing home for washing.

The resident can attend to their own laundry if they wish and this can be arranged if desired (at no charge).

Dry Cleaning

Dry cleaning can be arranged locally; however the costs and coordination are the resident/representative's responsibility.

Hairdressing

REDHS approved hairdressers visit the facility once a week. All hairdressing services that are performed will be invoiced out to the resident's families or to the residents themselves if they look after their accounts. If residents can manage their own cash they are able to pay the hairdresser direct on the day when the service was performed. REDHS have an appointment book for scheduled appointments if you would like an appointment with our hairdresser please let Aged Care Administration know.

Residents wishing to visit their own hairdresser outside REDHS can do so, with assistance from their family or representative.

Toiletries

All basic toiletries are provided, including:

- Soap
- Deodorant
- Toothpaste
- Toothbrush
- Shaving cream
- Razor's
- Moisturiser

If the resident prefers a specific brand of an item or additional toiletries, it is the resident's responsibility to purchase it.

It is preferable that residents who require a razor have a cordless one (remember to have it tested and tagged).

Lost Property

Please report any lost property to Aged Care Administration or the nurse in charge immediately to assist in its location.

Voting and Census

Residents, who are able, can vote at local polling booths, but a Mobile Polling Booth will also visit the aged care facility prior to polling day for state and federal elections.

It is the responsibility of residents or their representatives to notify the Electoral Office of Change of Address or if they wish to have their names removed from the Electoral Roll (a form can be provided on admission if wishing to be removed from the Electoral Roll).

A Census Officer is appointed and coordinates the completion of the Australian Bureau of Statistics census.

Smoking

In the interest of good health and safety, REDHS is a smoke free environment. However, residents retain the right to smoke and are encouraged to do so off site or, if necessary, in designated external areas within the grounds. This exemption does not apply to visitors who are reminded that they are not allowed to smoke on site.

We encourage the resident to consider giving up smoking and offer access to a QUIT facilitator through Primary Care on ☎ (03) 5484 4465.

Pets

Residents are unable to bring their pets in permanently; however, they are welcome to have them brought in for visits, provided they are under the control of a responsible person, supervised and remain on a leash at all times. Some of the resident's fellow residents may not welcome visits by animals so their rights must be respected.

Visiting Hours

Whilst visiting hours are unrestricted, visiting between 10.00am and 8.00pm is encouraged.

Residents' personal visitors can call on the resident in the resident's own room or the resident can use any communal living area of the residence. Small sitting rooms are also available for resident and visitor use.

If in the event of a Infection Control – Outbreak as declared or State of Emergency such as, Pandemic alert visiting will be restricted and infection control protocols to be followed as advised by signage, SMS, email and newsletter updates.

Visitor Code of Conduct

Visitors are very welcome but we ask that they abide by the Visitor's Code of Conduct. This is displayed in the facilities and is available in print form on request.

Visitors are requested to respect the rights and privacy of all residents and are asked to knock before entering a resident's room.

The resident has the right to refuse visitors.

Parking / Pick up and Drop Off

There is free parking available in the health service grounds and in surrounding streets.

Disabled parking bays are located adjacent to the residences for people holding current permits.

There are five-minute pick up/drop off areas at both the health service and hostel main entrances.

Everyday Care

On admission to REDHS Aged Care, a comprehensive health and social history is obtained from the resident or the resident's family member/ contact person. This information provides the basis on which care plans are developed to meet the resident's individual needs.

Registered and Enrolled Nurses conduct the assessments and coordinate the clinical care provided to the resident. They also support personal care staff to provide care that is based on the resident's needs and preferences. If the resident or their representative has any concerns about their care, please speak to the Nurse In Charge or Clinical Care Coordinator. Resident care plans are reviewed regularly and residents and their families are encouraged to contribute to the review of care plans. The "Resident of the Day" process occurs monthly and part of this process is to conduct an annual case conference.

The resident/representative is able to have a formal consultation about all aspects of care with the Clinical Care Coordinator as scheduled. *"If you've worried we're worried"* program has been adopted in Aged Care and there are senior nurses who can assist with your enquiry.

Restrictive Practices

REDHS Yalukang Aged Care residents have the right to:

- safe and quality care
- to be treated with dignity and respect, and
- to live without abuse or neglect.

When is it okay to use restrictive practices?

They can only be used as a last resort to prevent harm, and only after best practice behaviour supports have been considered, applied and documented.

If required, it must only be applied in the least restrictive form, and for the shortest period of time, following careful consideration of the impact on the resident.

REDHS Yalukang is required to ensure consent has been given by the resident or their substitute decision maker before applying a restrictive practice.

The legislation allows for the temporary use of restrictive practices in the event of an emergency without regard to some of the legislative requirements including the resident's or their substitute decision maker's consent. This exemption allows REDHS to appropriately and rapidly respond to an emergency to protect a resident, or another person, from immediate harm.

What are restrictive practices?

Restrictive practices refer to any practice or intervention that restricts the rights or freedom of movement of a resident.

They must only be used as a last resort.

If required, they must only be used in the least restrictive form, and for the shortest period of time, to prevent harm to a resident or other people, and only after careful consideration about how it may impact the resident. In emergency situations some exceptions apply.

Any forms of restraint considered needed will be discussed with you at length and in detail to allow for informed decision making and your consent sought. More information can be found at the link below:

<https://www.agedcarequality.gov.au/consumers/minimising-restrictive-practices>

Do you have a concern?

If the resident or their representative has a concern about the care the resident or someone else is receiving, it is important that the resident or their representative talks about it.

We encourage the resident/ representative to raise their concerns with care staff or the Aged Care Manager as soon as possible so that the resident can get a timely response.

If you're worried, we're worried.

If you are worried about your condition or
the condition of your loved one, let us know



For less urgent concerns, the resident/ representative can also use one of the feedback forms located throughout the facility and place it in the box provided or mail it (postage free) or an email can be sent to myvoice@redhs.com.au

Note: strict confidentiality is maintained throughout the complaint resolution process. The complaint will not be discussed with other staff unless permission is sought from the person lodging the complaint.

Resident care will not be adversely affected by the lodging of complaints.

REDHS encourages you to work with us towards a resolution however, if REDHS is unable to resolve the resident's concern, the resident can contact the Aged Care Quality and Safety Commission.

- Anyone can lodge a concern
- It is free
- The resident/representative can be anonymous or confidential
- The resident/representative can call them or go to their website for more information:

Phone Aged Care Quality and Safety Commission: 1 800 951 822 or

Complete the online form found at:

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint/online-complaints-form>

What happens if the resident becomes unwell?

If the resident becomes unwell, care staff will conduct appropriate observations and assessments and liaise with the resident's doctor as required. The resident may make an appointment with their doctor if they wish. In the case of serious illness, the appropriate care will be provided, either in the resident's room, within REDHS or another health service if appropriate. If deemed necessary, an ambulance may be required or a visit to REDHS Urgent Care Centre for further assessment.

The person/s recorded as "next of kin" will be contacted. It is the responsibility of the next of kin to notify other persons.

Family and visitors are encouraged to speak with care staff if they notice any changes in the resident or feel that something is "not quite right". If you are worried about your condition or the condition of your loved one please let the care team know.

Death of a Resident

Relatives are most welcome to remain with the resident overnight if the resident is terminally ill. Staff will make this option readily available at this time.

Following the resident's death, aged care staff are able to support the resident's family or representative in many ways. This can include:

- assisting in appointing a funeral director if this decision has not been made in advance
- arranging for the transfer of the resident's care to the nominated funeral director
- packing up the resident's personal belongings if family members require assistance

Staff will seek the permission of the Next of Kin to display a photograph of the resident in remembrance and to inform fellow residents/ family members of the resident's passing.

Daily fees will continue to be charged as normal until the resident's personal belongings have been removed.

Medical and Other Allied Health and Specialist Services

General Practitioner

Residents have the right to choose their medical practitioner and are able to continue consulting with the doctor who cared for them prior to moving into residential aged care. Please check with the resident's doctor that their medical services are available to the resident prior to admission. If this is not the case, the doctor may be able to make a referral to another GP, or admission staff will assist.

Campaspe Medical Centre and Elmore Primary Health Service all have doctors who can visit the residents at REDHS.

It is the responsibility of family members/delegate to take residents to visit general practitioners and other health specialists if they are not able to visit the resident on site.

Allied Health Services

REDHS employs or engages the services of a wide range of allied health services, including;

- Physiotherapy
- Speech Therapy
- Podiatry
- Dietetics
- Diabetes Education
- Occupational Therapy
- Social Work

Radiology and some pathology services are available on site. Participation in a pain management program can be organised via a physiotherapy referral.

Staff will arrange referrals to these services as the resident needs them. Fees may apply in some circumstances. Contact Aged Care Business Administration for details.

Visiting Vision and Hearing appointments can be also be arranged.

Visiting Oral and Dental Health service provided by GV Health Dental Van. Appointments can be arranged and this service visits yearly.

Sensory Aids

Glasses prescriptions need to be reviewed annually and labelled. Dentures should fit well and be clearly identifiable. Hearing aids should be accompanied by user instructions and marked with the resident's name. Staff will be able to assist residents in their use.

Residents may continue to use their current provider however REDHS has visiting optical and audiology services that visit periodically. Some costs may be incurred. Contact Aged Care Administration for details.

Specialist Medical Services

Referral to Specialist Medical Doctors can be arranged by the resident's doctor.

Palliative Care Services and Advance Care Planning can also be arranged as and when the resident needs them.

My Emergency Doctor After Hours service and Geri-Connect telehealth – Bendigo Health

Medications

Pharmacy

Medications are generally purchased through Rochester's Terry White Pharmacy (☎ (03) 5484 1025). The resident or their representative is responsible for payment of medications and can choose a different pharmacy if they so desire, providing delivery to the facility is able to be arranged.

Medication Storage

Residents can be assessed as being competent to self-medicate. Residents who self-medicate will be assisted to ensure medications are stored safely, securely and correctly at all times. Please speak with the nurse in charge for further information.

Complementary Therapies, Medication

For the resident's safety, it is essential the resident inform the staff of any medications or assisted therapies the resident may be taking (e.g. vitamins) other than those ordered by the resident's doctor. These may have been purchased over the counter at a chemist or supermarket or provided to the resident by a visitor. Many medications, lotions and creams can have adverse effects when taken with the resident's prescribed regular medications; therefore it is essential that the resident's doctor and aged care staff are aware of all therapies that the resident is using.

Communication

It is important that we communicate to residents and their representatives. Staff will inform the resident and the resident's nominated next of kin of what is happening as appropriate.

We communicate in a number of ways. Direct communication can be face to face, by phone or by email. Please provide the preferred contact details to Aged Care Administration. Other methods are explained below.

Noticeboards

The noticeboards around the homes display the latest information regarding activities, important news and events.

Newsletter

The "Keeping Connected" newsletter is published regularly for resident and representative information and entertainment. It is delivered to the resident's room and copies will also be sent via email to the resident's representative contact.

Residents' Committee

The Committee meets every 12 weeks in the Activities Room. Information regarding meeting dates are available from Activities staff or Aged Care Administration. Dates will also be emailed to the resident or their representative or be accessed via the Facebook page.

All residents and their families are welcome to attend the meetings. The resident will be kept informed of general issues relating to the resident's care or the health service and have the opportunity to have any issues or concerns discussed. To maintain resident privacy, issues around personal care should be discussed directly with care staff and not in the committee meeting.

Resident Forums

A number of discussion forums are regularly held throughout the year. Dates and times are advertised in advance. Forums include food services, grounds/maintenance and cleaning/laundry at which residents / representatives can speak with the staff members responsible for these areas of service delivery. Issues of concern or suggestions for improvement are most welcome.

Social Media

REDHS has a Facebook page as well as using Care App, which regularly highlights activities at Yalukang as well as delivering notifications for any visitor information such as restrictions. Care App information will be provided by the Aged Care Administration

Website

REDHS' website is regularly updated with information about the health service and upcoming events and activities. www.redhs.com.au

Volunteer and Community Visitors Programs

REDHS are fortunate to have many volunteers who support staff in providing a wide range of activities and appreciates the support provided by these families, friends and community members. If the resident or a family member would like to learn more about REDHS' Volunteer program, Aged Care Administration can be contacted or go to www.redhs.com.au

The Aged Care Facility utilises the Community Visitors Scheme to provide companionship and support to residents who are lonely, isolated or without regular visitors or family support.

Catering and Cleaning

Meals

Meals provided include breakfast, morning tea, lunch, afternoon tea, tea and supper. All meals are served in the dining rooms. Room service will be provided during periods of ill health, by choice or to meet specific care needs.

Sandwiches, sweet or dry biscuits and hot or cold drinks are available at all times on request.

Meal times

Meal start times are as follows:

- Breakfast from 7.30am
- Morning Tea from 10:15am
- Lunch from 12:00pm
- Afternoon Tea from 2.30pm
- Tea from 5:00pm
- Supper from 7:30pm

Visitor meals

Residents are encouraged to invite family and friends for lunch or dinner (a small charge will apply if meals are supplied by the Health Service kitchen). Please advise staff in advance, to assist with catering. Meal tickets can be purchased in advance from Main Reception. If it is late notice, only sandwiches can be supplied.

Meal selections / menus

Menus work on a four weekly rotational basis, with the resident being able to choose from a variety of foods for all meals. Menus can be adapted for special dietary requests.

Own food / bringing food into the facility

Visitors may bring food into the facility for a resident, but all food must be given to a staff member to be labelled with the date, use by period and the resident's name.

For further information about bringing food into the facility, please contact Aged Care Administration.

Refrigerators and Food in the Resident's Room

If the resident has a refrigerator in their room, cleaning, maintenance and complying with Food Safety Regulations is the responsibility of the resident or the resident's family. All perishable food must be covered and contain "Use by" and "Opened" dates. Fridges must be cleaned regularly, preferably at least monthly. If the resident keeps sweets or biscuits in their room, we request that these be kept in an airtight container.

Alcohol

Residents are permitted to consume alcohol in moderation. If the resident wishes to consume alcohol, we strongly advise the resident / representative to consult with their doctor to make sure it is safe to have alcohol with any medications they may be taking.

The consumption of alcohol must not disturb or disrupt other residents, staff or visitors.

Residents can keep alcohol in their own refrigerator, the REDHS refrigerator or a locked cupboard can be provided. Requests for issue can be made to Aged Care Administration.

- It is expected that alcohol consumption will not compromise the resident's safety or the safety of others.
- Residents are expected to conduct themselves in a manner in keeping with REDHS values and standards.
- Alcohol, if required by residents, is to be supplied by the resident or their family.

Cleaning

- All communal areas are cleaned daily.
- The resident's room is vacuumed several times per week.
- The resident's bathroom, shower and toilet areas cleaned several times per week.
- Residents are welcome to tidy and dust own rooms, if desired.

Infection Control

Flu Vaccinations

All residents and visitors of the residential aged care facility are advised to have an annual vaccination to guard against contracting the flu, unless the vaccination causes adverse effects.

Hand Hygiene

Visitors are advised to wash hands thoroughly and to use the liquid hand rub provided throughout the facility upon entry and before visiting the resident.

Infections

Visitors / families are requested not to visit if they have an infection (e.g. colds, diarrhoea, or any other infectious disease) as the risk to residents increases due to their age and frailty.

Coronavirus, Gastroenteritis and Viral Outbreaks

Outbreaks of COVID-19, gastroenteritis or viral outbreaks such as influenza can occur at any time. As infection can be spread easily between the residents, we automatically commence implementing a planned response to minimise spread.

If we have an outbreak, we are in daily contact with the Department of Health and/or the Shire of Campaspe to ensure best care and service is being provided. REDHS keeps all parties, including the resident and the resident's representative, informed of how the infection is being contained and/or spreading. To restrict the spread of the infection, the measures required may include isolating the resident in their room and restricting access of visitors to the facility. We appreciate that this can be limiting however resident health is our priority.

Electric Mobility Devices

Note: Electric mobility devices include motorised wheelchairs and scooters

Assessment of User

The resident will be required to have an assessment by an occupational therapist to determine if the resident is able to drive the device safely. This assessment will occur when the resident first moves in, and periodically thereafter as required.

Safe driving

It is important that the resident is able to use the mobility device safely at all times. On occasions there may be reason for staff to discuss concerns with the resident. The resident may be considered temporarily or permanently unfit to use the mobility device.

Electric wheelchairs and scooters have been known to cause accidents and harm to users, other residents or members of the public, as well as damage to property.

Staff will discuss with the resident where the resident may drive, appropriate speed (walking pace only), safe parking and re-charging facilities.

Purchase of Electric Mobility Device

If the resident is assessed as safe to drive the device and is looking to purchase an electric wheelchair or scooter, please discuss this with the Residential Care Manager. The resident will be given advice regarding suitable models for purchase.

Purchase, payment and maintenance are the resident's responsibility. Any liability incurred arising out of the use of such devices rests with the resident. All electric mobility devices are to have dry cell batteries.

Charging of Batteries in Devices

Staff are able to assist with docking of the devices for re-charging overnight in the designated location, adjacent to the Hostel.

Disposal/Sale of Device when No Longer Required

It is the responsibility of the user or support person to remove the device when it is no longer required as REDHS is unable to provide storage.

No Lift

In accordance with Victorian Health and Safety legislation, REDHS is committed to controlling the risk associated with transferring and handling of residents in order to reduce the risk of injuries to staff and others involved in this activity.

Manual handling of residents is eliminated or minimised wherever possible. A range of equipment is available to staff to assist in the safe transfer of residents to help reduce the risk of injury.

Encouraging residents to maintain their ability to mobilise is a priority. The resident will be encouraged to assist in their own transfers, including bearing their own weight, as much as possible.

Emergency Procedures

REDHS has a comprehensive emergency system in place.

In the event of an emergency, residents and visitors must follow the instructions of staff.

If an alarm sounds, the smoke and fire doors will automatically close but external doors will unlock.

In the event of a bushfire threatening our facilities, our preferred course of action is to "Stay and Shelter" as we have been deemed a low risk area and have defensible facilities. Evacuation can, however, be ordered by state authorities.

Staff Gifts and Benefits

REDHS employees cannot accept gifts, benefits or hospitality for services performed in connection with providing resident care.

Staff do, however, enjoy receiving compliments from the resident or their representatives. We welcome written compliments so that we recognise and celebrate staff's good work.

Student Placements

Rochester and Elmore District Health Service (REDHS) works in partnership with a number of educational institutions to provide clinical placements for students enrolled in personal care, nursing and allied health courses. These placements provide students with essential opportunities to gain on-the-job experience and develop their resident care skills, under the supervision of experienced and suitably qualified clinicians.

Student placements take place throughout the year. Depending on the course and the year level of the student, the involvement of the student in the resident's care will vary.

If the resident would prefer not to have a student involved in their care at any time, please advise the care staff.

USEFUL CONTACTS

Victorian Civil and Administrative Tribunal

55 King Street
Melbourne, Victoria 3000

Freecall: 1 300 018 228

Postal address:
GPO Box 5408
Melbourne VIC 3001

Email: humanrights@vcat.vic.gov.au

Website address: www.vcat.vic.gov.au

Older Persons Advocacy Network (OPAN)

Ph: 1 800 700 600

8am - 8pm Monday to Friday

10am to 4pm Saturday

Office of the Public Advocate

(Street and postal address)

Level 1, 204 Lygon St
Carlton VIC 3053
24-hour emergency service

Local call: 1300 309 337

Fax: 1300 787 510

Website address: www.publicadvocate.vic.gov.au

Responsibilities of the proprietor

The Rochester and Elmore District Health Service is the Proprietor of the Yalukang Residential aged care (also known as Rochester and District Hostel and the Rochester Nursing Home Annexe) and, as such, is responsible for:

- Adhering to the requirements of the Aged Care Act 1997 (Cth) and any amendments
- Ensuring the “Philosophy of Care” outlined in this statement is understood and adhered to by all staff at all times;
- Providing all direct care services as outlined in the Residential Statement;
- Assisting, where possible and practical, with all indirect care services as outlined in this statement;
- Consulting with residents at all times on any changes that may affect them;
- Respecting the rights, privacy and property of the residents;
- Running the facility in accordance with the regulations as stipulated in the Occupancy (Resident) Agreement.

Charter of Aged Care Rights

The Charter of Aged Care Rights applies to consumers once they start receiving Australian Government funded aged care, including residential care.

The resident has the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated